

CITY OF BURBANK

LIBRARY CLERK

DEFINITION

Under general supervision, to provide basic library services to the public; to perform a variety of clerical tasks; and to do related work as required.

ESSENTIAL FUNCTIONS

Interacts effectively with the public in person and over the telephone, responding to routine procedural and directional inquiries; performs circulation procedures, including checking out books and other library materials to the public; computes fines and assesses charges for overdue and/or lost library materials; makes change, and counts and balances money; assists public in completing various library forms and issues library cards; resolves patron problems and concerns regarding circulating issues; operates computers to input, modify, or retrieve data; prepares new library materials for public use; mends damaged library materials; receives, sorts, and distributes incoming and outgoing correspondence; operates various types of office and library equipment; assists with various library programs; assists in training page, clerical, and volunteer staff; locates and retrieves materials from shelves at various height levels; organizes and maintains filing, indexing, and record keeping systems.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - telephone etiquette; basic mathematics; basic alphabetizing and filing; simple decimal numbers.
- Ability to - establish and maintain effective working relationships with supervisors, staff members, and the public, both in person and on the telephone; work effectively with people of all ages; work in a multicultural environment as a team member; communicate clearly and effectively both orally and in writing; effectively use English spelling and grammar; do effective problem solving; understand and apply library classification systems; operate computer terminals and PCS to input and retrieve data; effectively perform tasks requiring attention to detail; work independently under general supervision; work a flexible schedule; stand for long periods of time; manipulate library materials from shelves at floor level to a height of eight (8) feet; operate library, office, and audio-visual equipment; maintain a safe working environment.

Education/Training: High school graduation or equivalent. Ability to type 35 net words per minute. NOTE: Clerical experience may be substituted for education on a year for year basis for a maximum of one year.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment.